A survey was conducted **between January 2016 – June 2016** at Downsfield Medical Centre.

Surveys were made available to patients for the whole of this time in the waiting room and handed to patients personally. You may have noticed that patients participated in getting as many survey’s completed by attending the surgery on busy evenings and personally handing patient a survey to complete, these patients were patients of our Patient Participation Group who very kindly offered to help with gathering information.

*The surgery would like to thank the Patient Participation Group (PPG) for all their help in gathering this information for us.*

In total 90 completed surveys were returned, most were completed fully and many included comments in the sections provided for that purpose.

As a practice we are delighted by the results of the survey and are pleased that the efforts of doctors, nurses and reception staff are appreciated and valued by our patients. We also seriously note the few negative comments and combining these with the suggestions made by patients would like with the help of the Patient Participation Group to draw up an action plan for the next twelve months.
Access to Services

- Speed at which the telephone was answered was generally good with 27 patients finding it easy to get through on the phone compared to 15 patients who thought this was sometimes difficult. Fortunately this action has already been implemented and the surgery is undergoing improvement plans for an upgraded telephone system which will be installed by August 2016.

![Speed at which the telephone was answered initially](image)

![Convenience of day and time of your appointment](image)
34 patients said they were happy with what time they were able to get an appointment compared to 15 patients who were not so satisfied. The practice has now added an extra session on a Wednesday afternoon between 12:30-14:30pm to suit convenience of the patient. The surgery will now close for lunch at 14:30pm and not 14:00pm on a Wednesday.

The surgery showed that most patients were satisfied with the choice of clinician they saw.
The survey showed that some patients were not happy with the waiting times to see the doctor or nurse. This will continue to be monitored and addressed.
Level of satisfaction with the after hours service

- No Experience: 27
- Poor: 5
- Fair: 7
- Good: 16
- Very Good: 12
- Excellent: 5

Bar chart showing the level of satisfaction with the after hours service.
The surgery follows policies and procedures to ensure patient prescriptions are ready on time. The survey showed that overall 67 patients were happy with their prescriptions being done on time.

All staff are trained and competent in making sure prescriptions are issued correctly. The staff at the surgery were grateful that most patients were happy with how their prescription was issued with 60+ patients scoring good, very good and excellent.
Prescription correctly issued

<table>
<thead>
<tr>
<th>Experience Level</th>
<th>No Experience</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
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<td>21</td>
<td>19</td>
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</table>

Handling of any queries

<table>
<thead>
<tr>
<th>Experience Level</th>
<th>No Experience</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>5</td>
<td>2</td>
<td>7</td>
<td>27</td>
<td>16</td>
<td>21</td>
</tr>
</tbody>
</table>
Were you told when to contact us for your results?

Level of satisfaction with the amount of information provided
75 patients found that the information provided by the reception staff was overall good.
The helpfulness of the Reception staff

The helpfulness of other staff
Overall the practice scored good for the complete satisfaction of the services received by patients. We will continuously improve our services to meet the needs of patients.